
Have You Heard the News?

Availability of VITA Data Center Production Servers Exceeds Targets — Achieves 99.99% Overall Average for Quarter —

May 3, 2004

First quarter numbers are in for 2004 – and in what is quickly becoming a standard of excellence – VITA has once again met or exceeded nearly all service availability metrics for its data center operations.

Given the volume and scope of services provided, VITA has instituted measures to ensure its infrastructure services remain at a high quality level. Metrics are essential to managing the process and ensuring excellent service delivery to customers. Once again, VITA has exceeded these target levels.

Infrastructure Services *

Description	Target Period Jan - Mar 2004	Actual Period Jan - Mar 2004
Production Mainframes (MVS) Availability	99.00%	100.00%
Production Mainframes (Unisys) Availability	99.00%	99.99%
Production VITA Central Data Center Unix Server Availability	99.00%	99.99%
Production VITA Central Data Center Windows Server Availability	99.00%	99.99%

VITA's 55,000 square foot data center in the VITA Operations Center offers a wide range of well-supported platform and hosting options. While "in-scope" agencies are the primary users of the center, other agencies outside of the executive branch, such as the Virginia Retirement System and the State Corporation Commission, are also long-time customers. VITA's wide range of telecommunications services also attracts customers both within and outside of the executive branch.

VITA's production mainframes have a combined daily transaction volume of over 6 million. The UNIX servers support 48 hosts and 110 Oracle databases. The Windows servers include 123 Web and application servers and support 95 Web sites.

The creation of VITA by the 2003 General Assembly is intended to yield significant savings for the Commonwealth, and increased efficiencies and service improvements to the state's technology infrastructure.

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**Availability measures the percentage of time the production servers supporting the environment are available. Scheduled maintenance and downtime is not included in the availability measurement. The above measurements only reflect the status of servers and systems at the VITA central data center or controlled by the VITA network staff. This does not include servers and networks at agency locations.*

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